

C2AINTERNET.COM.AU PTY LTD

T/AS c2a.com.au

Critical Information Summary

Broadband plans explained

Information About The Service

The service:

c2a Fixed wireless broadband is a fast and alternate way of providing broadband to both residential and businesses, no phone lines required.

c2a Broadband services are another way to get connected to the internet if you live outside of c2a fixed wireless broadband area, phone line required.

Bundling:

There is no bundling required with this plan

Initial installation/connection Charges:

\$99 installation for fixed wireless broadband services & \$99 installation charge for ADSL Broadband.

Mandatory components:

Fixed wireless broadband :- Installation of a rooftop CPE is required for the service to work, this is provided by c2a and included in the installation cost.

ADSL Broadband Services:- An adsl modem is required, this can be sold by c2a or customer can BYO unlocked broadband modem.

Minimum term:

Fixed wireless Services:- There is a minimum 6 month commitment or \$80 removal/disconnection of equipment within that 6 months, otherwise \$0 after 6 months and no ongoing contract obligation.

ADSL Broadband:- Minimum 12 Month contract or cancellation of \$99 within the 12 months, \$0 disconnection after 12 months.

NBN Plans:- Minimum 12 Month contract or cancellation of \$99 within the 12 months, \$0 disconnection after 12 months.

Important conditions:

The c2a Fixed Wireless service may not be available at your location. Please go to our website www.c2a.com.au/coverage.html for Fixed wireless Broadband coverage or call us on 1300 820 320 to find out if you can be connected to this service at your location.

This service provides you with a dynamic IP address. Static IP addresses can be purchased at an additional cost. Please contact us for further information.

Information About Pricing

Maximum monthly charge:

Plan	1 Month	6 months inc \$99(once off) install
Fixed Wireless 5Mbps inc 40Gig of data*	\$39.95 per month	\$338.70
Fixed Wireless 5Mbps inc 50Gig of data*	\$49.95 per month	\$398.70
Fixed Wireless 5Mbps inc 80Gig of data*	\$54.95 per month	\$428.70
Fixed Wireless 5Mbps inc 120Gig of data*	\$59.95 per month	\$458.70
Fixed Wireless 10Mbps inc 180Gig of data*	\$69.95 per month	\$518.70
Fixed Wireless 10Mbps inc 250Gig of data*	\$89.95 per month	\$638.70
Fixed Wireless 10Mbps inc 300Gig of data*	\$99.95 per month	\$698.70
Plan	1 Month	12 months inc \$99(once off) install
ADSL 8Mbps Unlimited	\$49.95 per month	\$698.40
ADSL 2+ Up to 20 Mbps Unlimited	\$59.95 per month	\$818.40
*Data is counted both on the download and upload		

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Other Information:

Shaping:

Shaping of 512/128k will occur once data cap has been reached

Data Blocks:

Data blocks can be purchased to un shape your service and can be bought at a rate of

\$10 for 20GB \$20 for 40GB \$30 for 80 GB \$40 for 100GB

Early termination charges:

Fixed Wireless Broadband \$80 within 6 months \$0 after 6 months

ADSL Broadband \$99 within 12 months \$0 after 12 months

Enquires, feedback and complaints:

We are committed to providing you with excellent service. Please contact us by calling 1300 820 320 or by sending an email to info@c2a.com.au if you have any questions, would like to give feedback or complain.

Telecommunications Industry Ombudsman

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

You can contact the TIO as follows:

Phone: 1 800 062 058

Fax: 1 800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions.
Summary valid as of 1 August 2016.